

EMPLOYEE:

CLAIM #



Job Analysis Form
ALTERNATE FORMAT AVAILABLE

JOB TITLE Mail Clerk

JOB CLASSIFICATION Administrative Specialist I

DOT TITLE Mail Clerk

DOT NUMBER 209.367-026

DEPARTMENT Executive Services

DIVISION Records, Elections and Licensing Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 5

CONTACT'S NAME & TITLE Tony Adams, Manager of Archive, Records Management and Mail

CONTACT'S PHONE 206-296-1925

ADDRESS OF WORKSITE

500 Fourth Avenue, Room 311
Seattle, WA 98104-2337

VRC NAME Kyle Pletz

DATE COMPLETED 12/24/02, 12/05/03

VRC NAME Jeff Casem

DATE REVISED 5/13/08

WORK HOURS

7:30 am to 4 pm, 8 hours per day, Monday through Friday, with two fifteen-minute breaks and one 30-minute lunch break.

OVERTIME (Note: Overtime requirements may change at the employer's discretion)
Optional, extremely rare for emergency situations.

JOB DESCRIPTION

Performs a variety of technical, clerical and administrative support activities relating to interoffice mail distribution of both incoming and outgoing mail for Metro King County agencies. Receives, sorts and distributes U.S. and King County interoffice mail.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

Requires a minimum of one year working in an office setting, mailroom or related environment. Must be able to lift 50 pounds and withstand prolonged standing, walking and constant body shifting. Must have demonstrated ability to provide good customer service (discretion, patience, etiquette, professionalism) both in person and over the phone. Must have demonstrated ability to following through on assignments as directed with little or no supervision. Must have the ability to work independently to maintain a tight schedule to deliver mail up to 25-30 building locations daily with varied temperatures and lighting. Must have skill in independently prioritizing workload and adapting to changes in workload demand. Must have demonstrated experience taking initiative and accountability for work product or service. Must have skill in providing limited on-the-job training to co-workers as well as following oral and written instructions. Must have good oral and written communication skills, problem solving skills and basic math skills.

ESSENTIAL FUNCTIONS

1. Receives, sorts, distributes and meters U.S and interoffice mail.
2. Delivers mail throughout King County by driving on established route in all weather conditions.
3. Provides quality customer service and handles inquiries, questions and complaints from customers.
4. Keeps accurate records on postage usage, operates and maintains high volume postage meter.
5. Process mail for delivery - includes USPS, interoffice and UPS
6. Operate King County van (16 or 17 ft. van with automatic transmission) to deliver mail to 16-24 sites/day.
7. Access buildings using stairs.

NON-ESSENTIAL FUNCTIONS

1. Providing training and guidance to less experienced co-workers.

PERSONAL PROTECTIVE EQUIPMENT USED

None identified.

OTHER TOOLS & EQUIPMENT USED

Uses a computer, cart, hand truck, postage meter, packages, pieces of mail, County vehicle with an automatic transmission, printer, fax, copy machine, ten-key, and telephone.

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

This job is classified as

Medium—exerting 20 to 50 pounds of force occasionally, and/or 25-50 pounds of force frequently, and/or 10-20 pounds of force constantly.

Standing

Health Care Provider initials if restricted_____

Frequently on flat carpeted or linoleum surfaces for up to 20 minutes at a time for up to 3 hours total in a work shift. Most commonly occurs while sorting mail and operating postage machine.

Walking

Health Care Provider initials if restricted_____

Frequently on wet floors, grass, gravel and dirt as well as flat carpeted or linoleum surfaces for distances of up to 300 feet for up to 15 minutes at a time for up to 3 hours total in a work shift. Most commonly occurs while walking from delivering mail to offices, walking through tunnels and transporting mail to and from a County van.

Sitting

Health Care Provider initials if restricted_____

Frequently on an office chair for 30 minutes at a time for up to 3.5 hours total in a work shift. Most commonly occurs while driving a County vehicle, performing computer work, processing forwarding mail, and answering the telephone.

Climbing stairs

Health Care Provider initials if restricted_____

Rare for up to 30 seconds at a time while climbing two flights for up to 4 times total in a work shift. Most commonly occurs while delivering mail. An elevator is available at most locations.

Balancing

Health Care Provider initials if restricted_____

Occasionally on wet floors, grass, gravel or dirt for up to 3 minutes at a time for up to 15 minutes total in a shift while delivering mail during inclement weather and when walking on a loading dock as well as using a hand truck and operating doors.

Bending neck up

Health Care Provider initials if restricted_____

Rare for up to 5 seconds at a time for up to 20 seconds total in a work shift. Most commonly occurs while placing and removing mail from upper mail bins.

Bending neck down

Health Care Provider initials if restricted_____

Rare for up to 5 seconds at a time for up to 20 seconds total in a work shift. Most commonly occurs while placing and removing mail from lower mail bins.

Bending/Stooping

Health Care Provider initials if restricted_____

Occasionally on flat carpeted or linoleum surfaces for up to 10 seconds at a time for up to 10 minutes total in a work shift. Most commonly occurs while sorting mail, picking up mail out of mail bins and distributing mail in low mailboxes as well as loading and unloading mail in a County vehicle. Bending/stooping can be reduced by alternating with crouching or kneeling.

Kneeling

Health Care Provider initials if restricted _____

Occasionally on flat carpeted or linoleum surfaces for up to 10 seconds at a time for up to 10 minutes total in a work shift. Most commonly occurs while sorting mail, picking up mail out of mail bins and distributing mail in low mailboxes as well as loading and unloading mail in a County vehicle. Kneeling can be reduced by alternating with bending/stooping or crouching.

Squatting

Health Care Provider initials if restricted _____

Occasionally on flat carpeted or linoleum surfaces for up to 10 seconds at a time for up to 10 minutes total in a work shift. Most commonly occurs while sorting mail, picking up mail out of mail bins and distributing mail in low mailboxes as well as loading and unloading mail in a County vehicle. Crouching can be reduced by alternating with bending/stooping or kneeling.

Operating Controls with Feet

Health Care Provider initials if restricted _____

Frequently for up to 30 minutes at a time and up to 3.5 hours in a day while operating a County vehicle.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Occasionally for up to 5 seconds at a time for up to 20 minutes total in a shift while sorting mail and placing mail in upper bins.

Reaching at waist to shoulder height

Health Care Provider initials if restricted _____

Occasionally for up to 30 minutes at a time for up to 5 hours total in a work shift while performing computer duties, driving a County vehicle, operating the postage meter as well as sorting and distributing mail.

Reaching at knee to waist height

Health Care Provider initials if restricted _____

Occasionally on flat carpeted or linoleum surfaces for up to 3 minutes at a time for up to 15 minutes total in a work shift. Most commonly occurs while picking up mail out of mail bin and using a hand truck.

Reaching at floor to knee height

Health Care Provider initials if restricted _____

Occasionally for up to 10 seconds at a time for up to 10 minutes total in a work shift. Most commonly occurs while sorting mail, picking up mail out of mail bins and distributing mail in low mailboxes as well as loading and unloading mail in a County vehicle.

Lifting 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 10 seconds at a time for up to 2 hours total in a work shift. Most commonly occurs with weights of 5 pounds or less while lifting bundles of mail when distributing the mail. 20 minutes for delivery and 100 minutes for posting; 1200 lifts total.

Carrying 1-10- pounds

Health Care Provider initials if restricted _____

Occasionally for distances of up to 15 feet for up to 30 seconds at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 5 pounds or less while delivering mail. Carrying can be reduced by utilizing a cart or hand truck.

Lifting 11-20 pounds

Health Care Provider initials if restricted_____

Occasionally for up to 10 seconds at a time for up to 5 minutes total in a shift while moving a tub of mail from counter to counter up to 15 times per shift and from floor to counter up to 6 times per shift.

Lifting 21-50 pounds

Health Care Provider initials if restricted_____

Occasionally for up to 10 seconds at a time for up to 15 minutes total in a shift while moving a bin of mail which weighs approximately 30 pounds. The employee may lift a bin of mail weighing up to 50 pounds up to 2 times per week. Assistance is available for heavy lifting except in a satellite mail room with only one assigned position.

Pushing and Pulling

Health Care Provider initials if restricted_____

Frequently for distances of up to 300 feet for up to 3 minutes at a time for up to 3 hours total in a shift while using a hand truck or cart (that weighs 50-300 pounds) with up to 25 pounds of force to deliver mail. The employee also pushes and pulls with 7-13 pounds of force while opening and closing various doors.

Handling

Health Care Provider initials if restricted_____

Frequently for 30 minutes at a time for up to 4.5 hours total in a work shift while sorting manipulating packages and pieces of mail while distributing the mail. The employee also grasps when using a cart and hand truck.

Operating Controls with Hands

Health Care Provider initials if restricted_____

Frequently for up to 30 minutes at a time and up to 4.5 hours in a day while operating a County vehicle and using the postage meter.

Fingering

Health Care Provider initials if restricted_____

Frequently for up to 1 hour at a time for up to 4 hours total in a work shift while performing computer duties, writing and manipulating pieces of mail.

Talking

Health Care Provider initials if restricted_____

Occasionally for up to 10 minutes at a time for up to 1 hour total in a work shift while providing customer service over the telephone or in person as well as conversing with co-workers and supervisors about work assignments.

Hearing

Health Care Provider initials if restricted_____

Continuously for up to 30 minutes at a time for up to 7 hours total in a work shift while providing customer service over the telephone, conversing with co-workers and supervisors about work assignments and driving a County vehicle. employee also uses hearing to identify potential hazards while walking in the downtown Seattle area.

Seeing

Health Care Provider initials if restricted_____

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while driving a County vehicle, reading documents and addresses as well as performing computer duties.

Working with Heightened Awareness

Health Care Provider initials if restricted

Frequently for up to 1 hour at a time for up to 4 hours total in a work shift while walking in the downtown Seattle area.

ENVIRONMENTAL FACTORS

Work is performed in an office, mailroom and other various settings. The employee distributes mail to various locations throughout King County that may include office areas, treatment plants and Transit Bases. One mailroom is next to a parking garage. The employee frequently drives a County van with an automatic transmission. The employee is exposed to the general public while traversing through the downtown Seattle area.

The noise level is

HCP Initials if Restricted

Approximately 40-120 decibels. The noise is caused by office noise and emergency sirens when walking in the downtown Seattle area.

Work environment may include the following exposure(s):

HCP Initials if Restricted

Outside weather: Occasionally
Wet: Occasionally
Dusts: Rare
Mists: Rare
Moving mechanical parts: Occasionally
Vibration: Occasionally

POTENTIAL MODIFICATIONS TO JOB

Employee can alternate tasks to reduce static positions or repetitive motions.
The employee can utilize a cart or hand truck to reduce carrying.
The employee can utilize elevators to reduce climbing stairs.
Assistance is available for heavy lifting on an occasional basis.
The employee can sit when forwarding mail or returning to sender.
Anti-fatigue mats in front of sorting bins and postage meter to reduce fatigue when standing.
Automatic lift hand truck may help reduce lifting.

KING COUNTY JOB ANALYSIS COMPLETED ON: 12/5/03
JOB TITLE: Mail Clerk DOT #: 209.367-026
EMPLOYEE: CLAIM #

SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Kyle Pletz, BA, VRC, Vocational Consultant
Printed name & title of VRC evaluator

Signature of VRC evaluator

Date

Printed name & title of contact

Signature of contact

Date

Printed name & title of employee

Signature of employee

Date

HEALTH CARE PROVIDER SECTION
Check all that apply

- ☐ The employee is released to perform the described duties without restrictions on performance or work hours as of _____.
- ☐ The employee is released to perform the described duties on a reduced schedule as of _____. The recommended schedule is:

☐ Temporary until _____ ☐ Permanent as of _____
- ☐ The employee is released to perform the described job with the following modifications:

☐ Temporary until _____ ☐ Permanent as of _____
- ☐ The employee is not released to perform the described duties due to the following job functions:

☐ Temporary until _____ ☐ Permanent effective _____
- ☐ The employee is unable to work in any capacity.
A release to work is: ☐ anticipated by _____ ☐ Not expected

The limitations are due to the following objective medical findings:

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date